

# Ask Advise Refer

## Tobacco Cessation Referral Resources



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# Overview

- Review of tobacco cessation
- eTobacco Protocol: An update
- The Texas Quitline App
- The Community Health Worker App
- Resources for tobacco cessation

# Overall Goal

- Promote use of free state-funded Quitline
- Consistently identify tobacco users
- Document tobacco use status
- Offer resources for every tobacco user

# Tobacco Products



1. Cigarette
2. Filtered large cigar
3. Little cigar
4. Cigarillo
5. Traditional large cigar



# Why focus on tobacco

- Over \$17 billion in Texas healthcare and productivity lost each year.
  - Medicaid costs: \$1.96 billion
  - Productivity loss: \$8.22 billion
  - Overall healthcare costs: \$8.85 billion
- In Texas, over 28,000 deaths per year.
- Number one cause of preventable death.
- Tobacco impacts every chronic disease.
- People with health disparities are impacted by tobacco at a higher rate.
- Impacts people who are exposed to second-hand smoke
- Impacts pregnant women and the unborn child

# Texas Quitline = Value added at no cost to Texas Residents

- Quitline counseling is offered in English and Spanish; other languages are available with simultaneous interpretation service
- Free service
- Calls answered and counseling available on a 24/7 basis
- Up to 5 counseling sessions
- Over-the-counter Nicotine Replacement Therapy (NRT) available for qualified callers 18 and older who are enrolled in counseling (includes patch, gum or lozenges)
- Health care systems with eTobacco Protocol that make referrals receive feedback on their patient's progress
- HIPAA-compliant: private and confidential
- Refer as many times as needed; enroll up to twice per year

## Ask-Advise-Refer Technique

- **Ask** if the patient uses tobacco.
- **Advise** the patient to quit.
- **Refer** the patient for assistance if ready to quit within 30 days by clicking a button in the EHR.

# The eTobacco Protocol

- Efficient counseling and referral option
- Feedback to EHR (bidirectional interface)
- Technical assistance
- System impact
- Public health impact
- Revenue: bill Medicaid up to 3 minutes for counseling
- Eradicate the #1 cause of preventable death
- Protect adults and children
- HIPAA Compliant

# eTobacco Protocol: An update

- Overview: 25 systems, covering over 600 individual ambulatory care clinics, utilizing 4 different EMR vendors (NextGen, Epic, GE Centricity, CMBHS).
- Currently transferring all users from SFTP to an HL7 format.
- Working to integrate an additional 15 systems, and 1 additional EMR vendor.
- Step-by-step process in the works so anyone can utilize the NextGen solution.

Centex Tobacco Intervention X

Log  
Navigation

Tobacco Use  
Tobacco Intervention

**Tobacco Cessation Intervention:**

**Ready and willing to quit tobacco?**  
 Ready to quit within 30 days   
  Thinking about quitting at some point   
  Not interested in quitting

**Consent to referral to**  
 Refused Referral   
  Quit Line   
  Tobacco Resource Center

Print Education:      Tobacco cessation discussed

Place Order

**Cessation Counseling:**

Education Date	Class Outcome	Counseled By	Education Materials/Service	Referred To	Reason For Refusal	Service

**Assessment/Plan:**

History of Tobacco use (V15.82)   
  Tobacco use disorder (305.1)  
 Tobacco use disorder complicating pregnancy (649.01)

Add Assesment to: **Chronic List**   
**My List:**

**Techniques Discussed:**

Aversive Conditioning   
  Delaying tactics   
  Mentor program   
  Smoke free car   
  Substituted behavior  
 Daily diary   
  Literature given   
  Remove triggers and cues   
  Smoke free house   
  Support program

**Patient education:**

Benefits of quitting   
  Nicotine dependance   
  Secondhand smoke (passive smoking)  
 Hazards of tobacco   
  Nicotine withdrawal   
  Ways to quit tobacco

**Recommended Treatment:**

Acupuncture   
  Hypnotherapy   
  Nicotine lozenge   
  Nicotine Inhaler  
 Cognitive behavioral therapy   
  Bupropion   
  Nicotine nasal spray   
  Nicotine Patch  
 Counseling   
  Varenicline/Chantix   
  Nicotine Gum   
  None

Other Method:

Return to office in:

Place Order

Save & Close

# Connecting to the Quitline

- Fax
- Web: [www.yesquit.org](http://www.yesquit.org)
- Electronic Tobacco cessation referral tool or eTobacco Protocol
- Apps: Texas Quitline, Help to Quit

# Connecting to the Quitline

## Texas Quitline App

- Increase healthcare provider referrals the Quitline
- Free and easy access to referrals
- Alternative when providers cannot access an eTobacco referral through the EMR
- The app is available on both Android and Apple app markets
- Apps are available in English and Spanish

# Texas Quitline App

## For Patient Referrals

1. **ASK** patients if they use tobacco and whether they want to quit.
2. If yes, **ADVISE** patients to quit and educate them on treatment options.
3. **REFER** patients to the Quitline, explaining the benefits and support available, including Nicotine Replacement Therapy or prescription medication.

### ASK

At every visit, ask patients about their smoking status.

- Are you a current or former user?
- What type of tobacco is used (including any exposure to secondhand smoke)?
- How often is tobacco used?
- Document the information in the medical record.

### ADVISE

Patients listen to and respect the advice of their health providers.

- Urge every tobacco user to quit in a clear and personalized way.
- Remind the patient that most smokers attempt to quit 3-8 times before succeeding.
- Link the patient's current situation to reasons for quitting.

### REFER

## Para referencias de pacientes

1. **PREGUNTE** a los pacientes si usan tabaco y si desean dejar de hacerlo.
2. Si le contestan que sí, **ACONSEJE** a los pacientes que dejen de usar tabaco e infórmeles sobre las opciones de tratamiento.
3. **REFIERA** a los pacientes a la línea telefónica de ayuda para abandonar el uso de tabaco, Quitline, explicando los beneficios y la tasa de éxito cuando lo hacen junto con terapia de sustitución de nicotina o medicamento con receta.

### Pregunte

En cada visita pregunte al paciente su estado como fumador.

- ¿Fuma actualmente o fumó anteriormente?
- ¿Qué tipo de tabaco usa (incluida cualquier exposición a humo de segunda mano)?
- ¿Con qué frecuencia usa tabaco?
- Documente la información en el expediente médico.

### Aconseje

Los pacientes escuchan y respetan el consejo de sus proveedores médicos.

- Urja en una manera clara y personalizada a todos los usuarios de tabaco que dejen de usarlo.
- Recuerde a los pacientes que la mayoría de los fumadores intenta dejar de fumar de 3 a 8 veces antes de tener éxito.
- Relacione la situación actual del paciente con las razones para dejar de usar tabaco.

### Refiera



# Texas Quitline App

3:54 PM 100%

[English](#) [Español](#)



**My Profile** » Please complete this profile to refer patients to the Tobacco Quitline. You only need to fill out this profile once. **You will be able to update it if anything changes.**

Are you in Texas?  Yes  No

Clinic / Facility  Please tell us where you work.

Clinic Phone #

Clinic Fax #

Clinic Zip Code

Your Name

Your Email

Are you a HIPAA covered entity?  Yes  No  Unknown

✓ Save

3:11 PM

[English](#) [Español](#)



**Mi perfil** » Complete este perfil para referir a los pacientes a Tobacco Quitline. Solamente necesitas rellenar este perfil una vez. **Podrá actualizarlo en caso de que haya algún cambio.**

¿Se encuentra en Texas?  Sí  No

Clínica / Instalación  Indíquenos dónde trabaja.

Número de teléfono de la clínica

Número de fax de la clínica

Código postal de la clínica

Su nombre

Su dirección electrónica

¿Pertenece a una entidad cubierta por HIPAA?  Sí  No  No sabe

✓ Guardar

# Texas Quitline App

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English Español

 **TOBACCO RESEARCH & EVALUATION TEAM**

Refer a patient » The information will be sent to Texas Tobacco Quitline. You can [update your profile](#) if needed.

Patient Name

Date of Birth MM/dd/yyyy

Primary Phone

Tobacco Types (check all that apply)

Cigarettes

Smokeless Tobacco

Cigar

Pipe

E-cigarette

The patient is ready to quit tobacco in the next 30 days and requests the Quitline contact him or her with quit plan help.

The patient **DOES NOT** give permission to the Quitline to leave a message when contacting him or her.

Language  English  Español  Other

Best time to call  6 am - 9 am  9 am - 12 pm  12 pm - 3 pm  3 pm - 6 pm  6 pm - 9 pm

iPad 3:10 PM 64%

English Español

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Refiera a un paciente » La información será enviada a Texas Tobacco Quitline. **Desplácese hacia abajo** para verificar la información de su perfil antes de enviarla. Puede [actualizar su perfil](#) si ha habido algún cambio.

Nombre del paciente

Fecha de nacimiento MM/dd/yyyy

Teléfono primario

Tipos de tabaco (marque todo lo que aplique)

Cigarrillos

Tabaco sin humo

Puro

Pipa

Cigarrillo electrónicos

El paciente está listo para abandonar el tabaco en los siguientes 30 días y solicita que Quitline se comunique con él para ayudarlo a establecer un plan de cesación.

El paciente **NO** autoriza que Quitline deje un mensaje cuando se comunique con él.

Idioma  Inglés  Español  Otro

Mejor hora para llamar  6 am - 9 am  9 am - 12 pm  12 pm - 3 pm



# Texas Quitline App

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English | Español

## Badges

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### Badges you earned



You have earned this badge after your first patient referral to the Texas Tobacco Quitline!

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### Badges you not yet earned



You will earn this badge after your 5th patient referral to the Texas Tobacco Quitline!



You will earn this badge after your 10th patient referral to the Texas Tobacco Quitline!



You will earn this badge after your 25th patient referral to the Texas Tobacco Quitline!

iPad 3:31 PM 59%



English | Español

## Insignias

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### Insignias que ganó



Se han ganado esta placa después de su primera referencia de pacientes a la Quitline Tabaco de Texas!

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### Insignias que aún no gana



¡Ganará esta insignia después de que refiera a 5 pacientes a Texas Tobacco Quitline!



¡Ganará esta insignia después de que refiera a 10 pacientes a Texas Tobacco Quitline!



¡Ganará esta insignia después de que refiera a 25 pacientes a Texas Tobacco Quitline!



# Help to Quit Screen Shots

## Main Menu

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English Español



- Cómo ayudar
- Referencias para dejar de fumar
- Información básica sobre el tabaco
- El tabaco y su salud
- Intercesión e información

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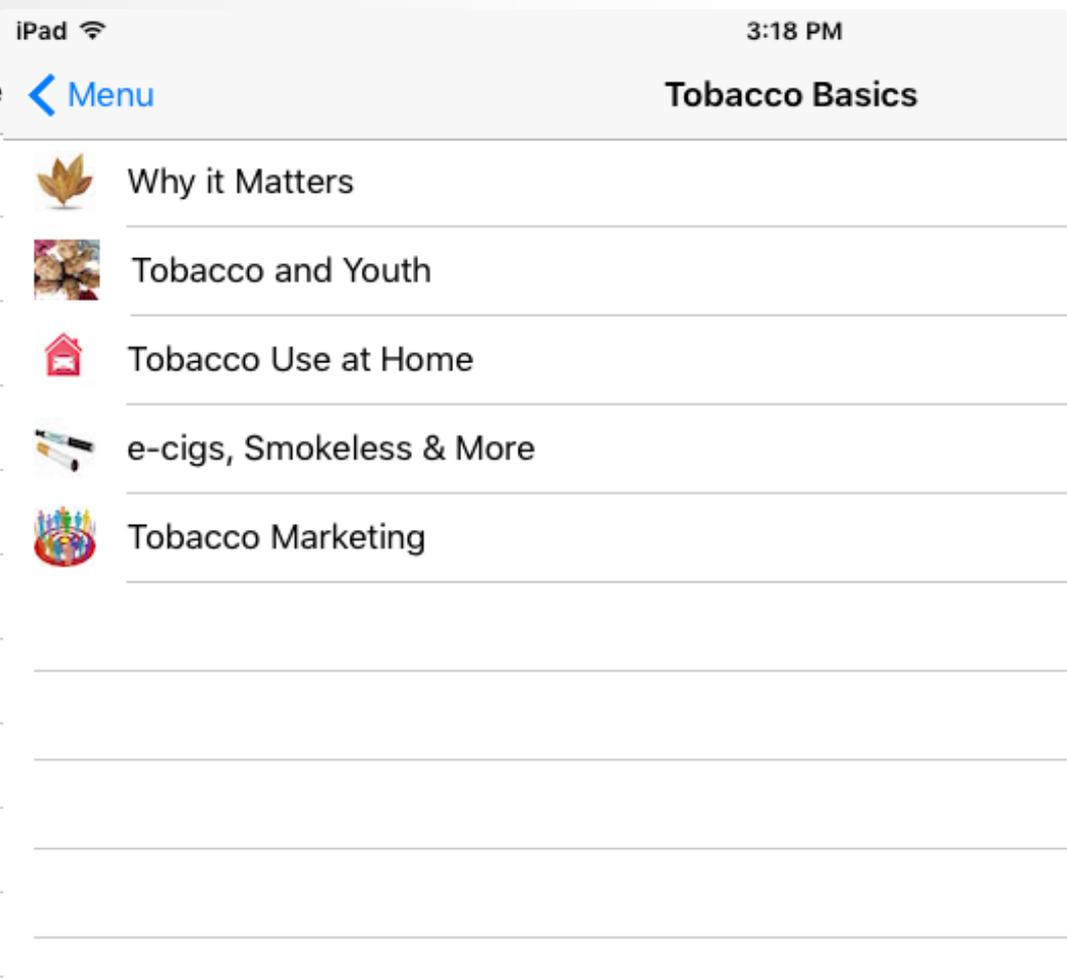
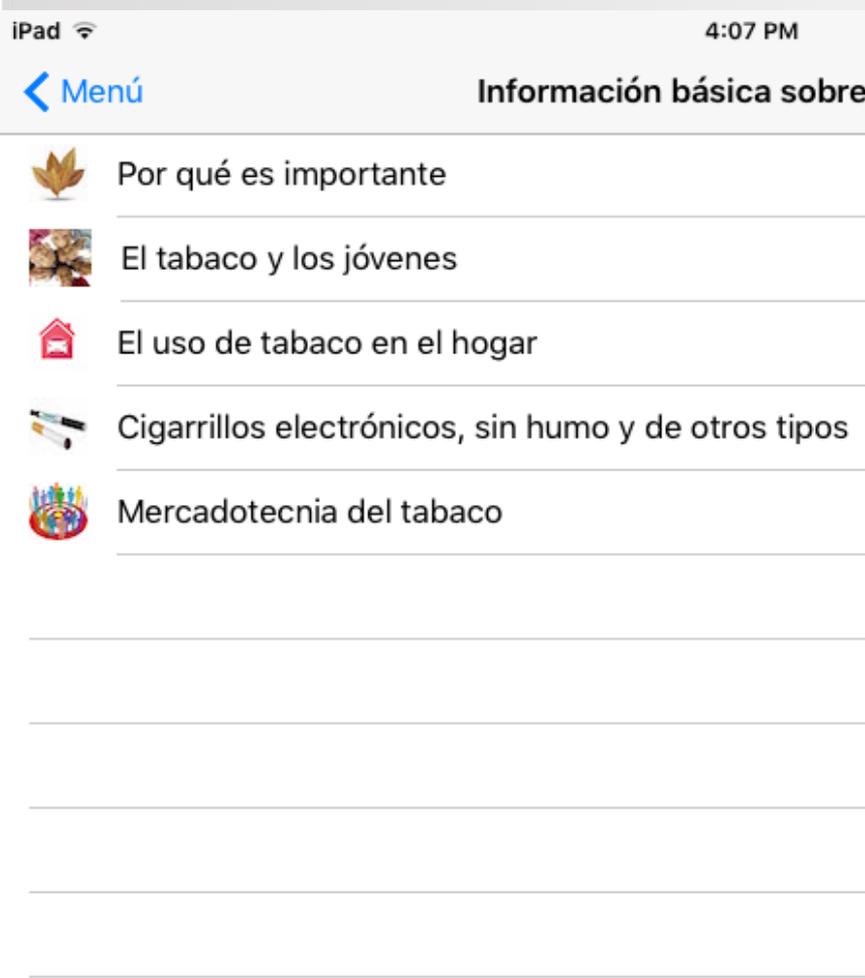
English Español



- How to Help
- Refer to Quit
- Tobacco Basics
- Tobacco & Health
- Advocacy & Information

# Help to Quit Screen Shots

## Tobacco Basics Menus



# Help to Quit Screen Shots

## Tobacco and Your Health Menus

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< Menú

El tabaco y su salud

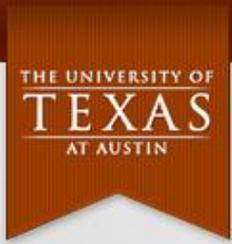
-  Asma y alergias
-  Cáncer
-  EPOC
-  Diabetes
-  Enfermedades cardíacas y accidentes cardiovasculares
-  HIV
-  Salud de los ojos y de la boca
-  Adicción
-  Acondicionamiento físico e IMC
-  Bienestar emocional
-  Fertilidad

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< Menu

Tobacco & Health

-  Asthma/Allergies
-  Cancer
-  COPD
-  Diabetes
-  Heart Disease & Stroke
-  HIV
-  Vision & Oral Health
-  Addiction
-  Fitness / BMI
-  Emotional Well Being
-  Fertility



# Help to Quit Screen Shots

## Professional Links

iPad [Menú](#)

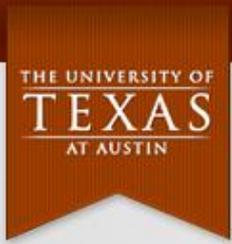
-  Recursos de intercesión
-  Agencias de salud
-  Enlaces profesionales

iPad Interi [Menu](#)

-  Advocacy Resources
-  Health Agencies
-  Professional Links

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Advocacy & Information



# Additional Resources

www.uttobacco.org



**TOBACCO RESEARCH  
& EVALUATION TEAM**  
THE UNIVERSITY OF TEXAS AT AUSTIN



MENU

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## Clinical Training



### Helping Our Patients Quit Using Tobacco

This video will tell you a little bit about the role that the clinical care team can play in lowering tobacco use. The video includes facts about tobacco use in the United States, scenarios between key players, including the medical assistant, provider, and patient that will help you learn about the importance of

[Contact Us](#)

### Fast Facts

- Tobacco use is the single most preventable cause of disease, disability, and death in the US

Thank you!

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[www.uttobacco.org](http://www.uttobacco.org)